



MTF Action Plan Report

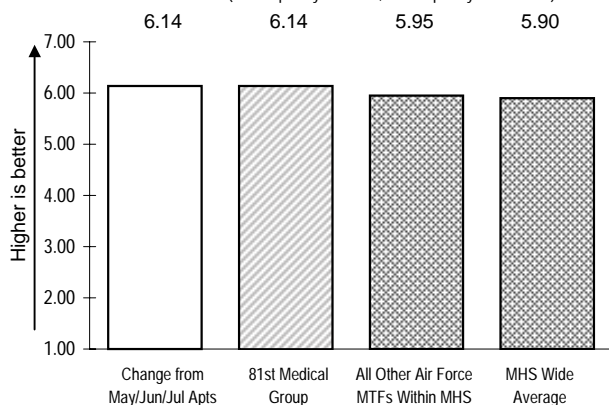
81st Medical Group-Keesler Air Force Base

Patient Satisfaction Report: August/September/October 2000 Appt. Data

Total Mailed = 1386 Returns As Of Cutoff = 415 Non-deliverables = 184 Response Rate = 34.5%

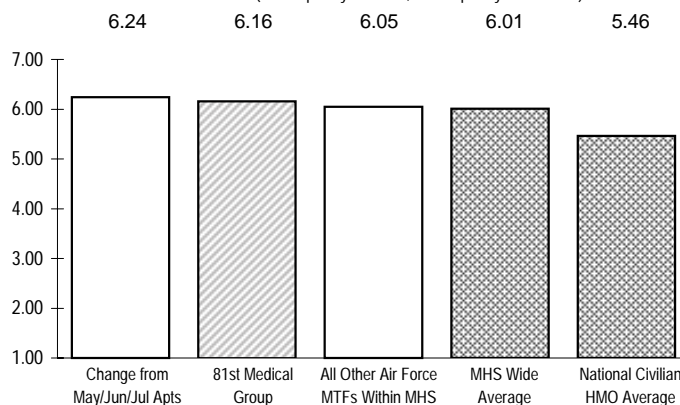
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From 81st Medical Group

Significantly Different From 81st Medical Group

Comparison To:

Change from May/Jun/Jul Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Air Force MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<input type="checkbox"/>	Access Average	3.95	3.68	<input checked="" type="checkbox"/>	3.64
<input checked="" type="checkbox"/>	* Access to medical care (Q10b)	4.04	3.74	<input checked="" type="checkbox"/>	3.71
<input type="checkbox"/>	* Referral for specialty care (Q10c)	3.91	3.75	<input checked="" type="checkbox"/>	3.69
<input checked="" type="checkbox"/>	* Office wait time (Q9)	3.87	3.64	<input checked="" type="checkbox"/>	3.57
<input checked="" type="checkbox"/>	Time to return your call (Q11)	3.97	3.48	<input checked="" type="checkbox"/>	3.44
<input type="checkbox"/>	Ease of making phone appointment (Q10a)	3.97	3.74	<input checked="" type="checkbox"/>	3.71
<input checked="" type="checkbox"/>	Appointment wait time (Q7)	3.91	3.74	<input checked="" type="checkbox"/>	3.71
<input type="checkbox"/>	Quality Average	4.25	4.13	<input checked="" type="checkbox"/>	4.08
<input type="checkbox"/>	** Overall quality of care received (Q3j)	4.34	4.19	<input checked="" type="checkbox"/>	4.14
<input type="checkbox"/>	** How well the care met your needs (Q3i)	4.16	4.04	<input checked="" type="checkbox"/>	4.01
<input type="checkbox"/>	** Thoroughness of treatment (Q3c)	4.40	4.22	<input checked="" type="checkbox"/>	4.16
<input type="checkbox"/>	How much you were helped (Q3h)	4.11	3.99	<input checked="" type="checkbox"/>	3.97
<input type="checkbox"/>	Explanations of procedures and tests (Q3d)	4.26	4.21	<input type="checkbox"/>	4.14
<input type="checkbox"/>	Interpersonal Relationship Average	4.27	4.17	<input checked="" type="checkbox"/>	4.09
<input type="checkbox"/>	** Personal interest in you (Q3e)	4.34	4.19	<input checked="" type="checkbox"/>	4.12
<input type="checkbox"/>	** Advice on ways to avoid illness/stay healthy (Q3f)	4.14	4.07	<input type="checkbox"/>	3.99
<input type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)	4.12	4.04	<input type="checkbox"/>	3.97
<input checked="" type="checkbox"/>	Attention given to what you had to say (Q3b)	4.40	4.26	<input checked="" type="checkbox"/>	4.19
<input type="checkbox"/>	Friendliness and courtesy of staff (Q3a)	4.35	4.27	<input checked="" type="checkbox"/>	4.20

Your rating is:

☒ Lower

☐ Same

☒ Higher